
Galileo International

Technical Support Documentation

TCP/IP Print Server

Changing TCP/IP or Host Access Configuration



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Introduction

TCP/IP Print Servers, not to be confused with Network Print Servers such as HP JetDirect, are used to receive and distribute messages to the various Apollo® printing devices. This includes Ticket Printer, Itinerary/Invoice Printers, OSDP Manager and back office Accounting Interface (MIR).

Galileo also provides Focalpoint Print Manager™, a Windows™ based print distribution application. If you use this solution for Galileo® or Apollo® host printing, please refer to the instruction guide for that application to make appropriate changes.

This document will provide the steps required in changing configuration settings. These include:

IP Address, Subnet Mask and Default Gateway: Used to communicate with the Host Reservation System

Configuration Servers: The servers used to authenticate users into the Galileo® or Apollo® system

Client Identifier: Alphanumeric code used to authenticate users into the Galileo® or Apollo® reservation system.

GTID (Global Terminal Identifier): A six digit alphanumeric code used by Apollo® or Galileo® to identify a print device.

Before you begin

Gather the information indicated above from your Travel Management Company or Apollo Account Representative:

IP ADDRESS: ____.____.____.____

SUBNET MASK: ____.____.____.____

DEFAULT GATEWAY: ____.____.____.____

CONFIG SERVER ADDRESS: _____.____.____.____ (Primary)

 ____.____.____.____ (Secondary)

Note: Config Servers for Apollo® System: 198.177.164.151 (Primary)
 198.177.164.152 (Secondary)

Note: Config Servers for Galileo® System: 57.8.81.13 (Primary)
 57.8.81.113 (Secondary)

GTIDS: #1: _____ #2: _____

 #3: _____ #4: _____

 #5: _____ #6: _____

 #7: _____

Note: Print Servers may be configured with less than 7 GTIDS.

Accessing the TCP/IP Print Server Configuration Utility

From the Print Server Monitor Screen, press the F3 key to exit to a DOS prompt. From a DOS prompt:

Type “1” and Press ENTER.

If the configuration screen did not appear, locate the RIC directory on the Print Server’s hard drive. A typical Print Server would have the directory at “C:\RIC”. Using the DOS Change Directory command “CD\RIC”, change to the RIC directory. **Type “PRTCNF” and Press ENTER**

TCP/IP Print Server Configuration Utility

File	Configure	Help
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MENUS

FILE SAVE | BACKUP | RESTORE | PRINT | EXIT

CONFIGURE IP STACK | NETWORK PARAMETERS | PRINTER PORTS | MANUAL
OVERRIDE

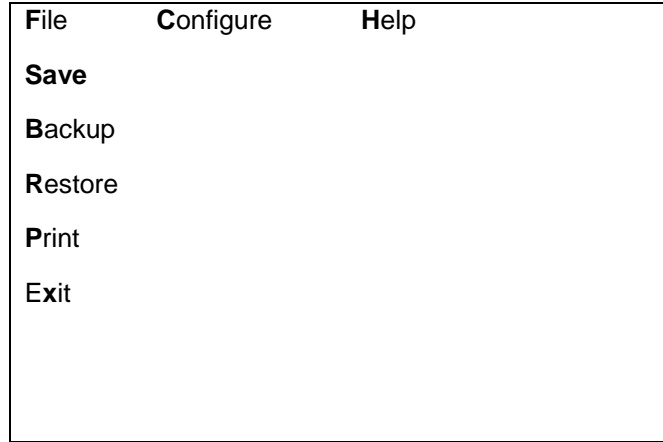
HELP

IMPORTANT!! Always SAVE changes to configurations BEFORE exiting the Print Server Configuration Utility.

Save and Back-up Print Server Configuration

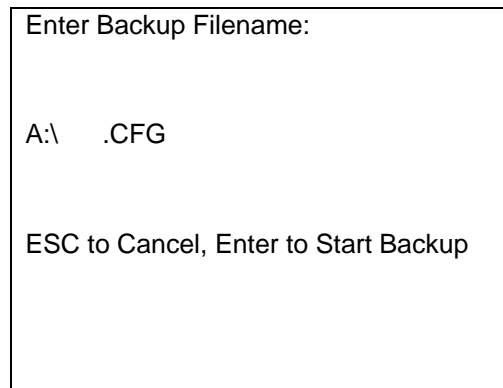
After making ANY changes to a TCP/IP Print Server, Save the changes and back them up or any change may be lost.

From the TCP/IP Print Server Configuration Utility, arrow left to the FILE drop down menu.



Arrow down to select "SAVE" and press ENTER (or press the "S" key). Note: Once the "Saving configuration, Please wait" message disappears, the file is saved.

To back-up the data onto a high density diskette, arrow down to "BACKUP" and press ENTER (or press the "B" key).



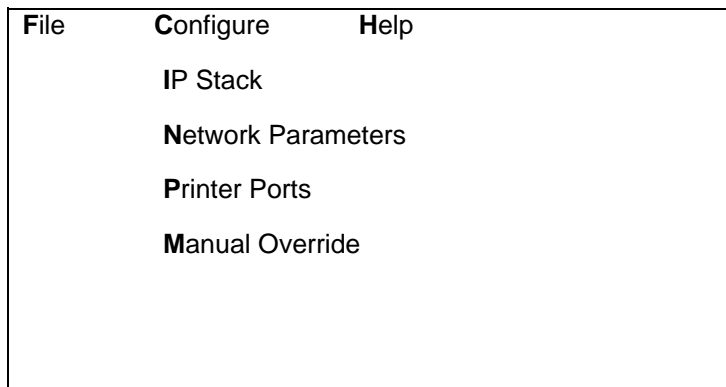
Insert the formatted diskette into the drive. Enter a file name (example: PRTSER) and press ENTER. A message "Writing backup, Please Wait" is briefly displayed on the screen. Once complete, you will return to the FILE drop down menu.

Remove the disk from the drive, label it "PRINT SERVER CONFIGURATION" and store in a secure place for use by a Technician if the TCP/IP Print Server needs repaired/replaced.

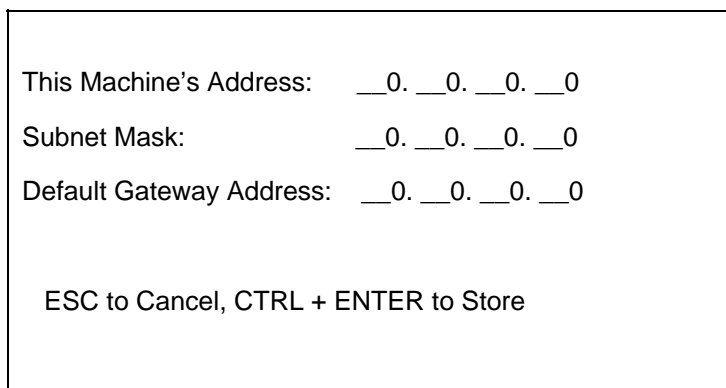
When finished editing the TCP/IP Print Server configurations, select the FILE menu and select "EXIT". Hard Boot the Print Server by turning off the power, waiting 10 seconds, and turning the Print Server back on.

Changing TCP/IP Network Information

From the TCP/IP Print Server Configuration Utility, arrow left to the CONFIGURE drop down menu.



Arrow to select "IP STACK" or press "I".



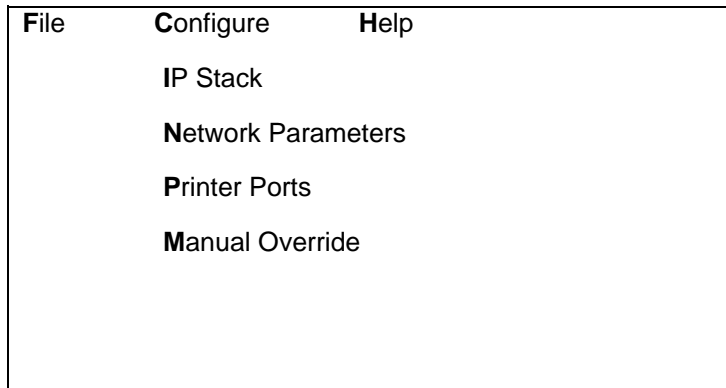
The IP addresses and Subnet Mask should be pre-filled with the machine's previous configuration (initial configuration will show all zeros as indicated above). Over type the old configuration data with the new. If an IP address has an octet less than three characters in length, DO NOT ENTER A LEADING ZERO (example: enter "15" not "015").

When finished, press **CTRL+ENTER** to store.

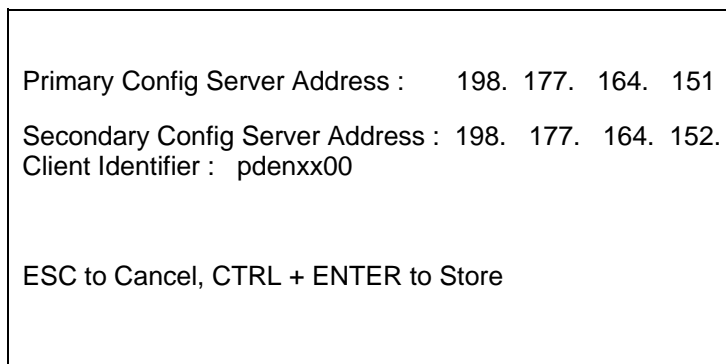
IF CONFIGURATION IS COMPLETE, REMEMBER TO SAVE AND BACKUP THE CONFIGURATION!

Changing Configuration Server Addresses and Client Identifier

From the TCP/IP Print Server Configuration Utility, arrow left to the CONFIGURE drop down menu.



Arrow to select "NETWORK PARAMETERS" or press "N".



If a change is needed, enter the correct IP Address for the Primary and Secondary Configuration Servers based on the reservation service you are connecting to:

- Config Servers for Apollo® System: 198.177.164.151 (Primary)
198.177.164.152 (Secondary)
- Config Servers for Galileo® System: 57.8.81.13 (Primary)
57.8.81.113 (Secondary)

If an IP address has an octet less than three characters in length, DO NOT ENTER A LEADING ZERO (example: enter "15" not "015").

Change the Client Identifier if needed. This ID is an 8 character alphanumeric code used in the authentication process. The Client ID is case sensitive so enter the ID exactly as it was given by your Apollo or Galileo Account Representative.

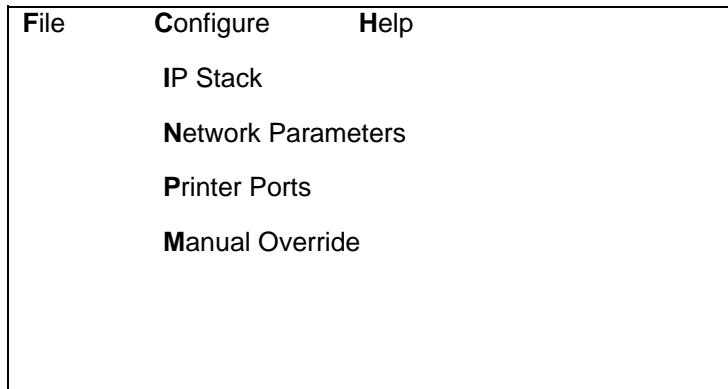
When finished, press **CTRL+ENTER** to store.

IF CONFIGURATION IS COMPLETE, REMEMBER TO SAVE AND BACKUP THE CONFIGURATION!

Assigning GTIDs to the correct ARTIC Card Port

The GTID or Global Terminal ID must be assigned to the correct port to where the print device is connected. Artic Cards may have either 4 or 8 ports where port “0”, or the first port, is unused.

From the TCP/IP Print Server Configuration Utility, arrow left to the CONFIGURE drop down menu.



Arrow to select “PRINTER PORTS” or press “P”.

PORT	BAUD	PARITY	DATA	STOP	GTID	SITE
01	9600	Odd	7	1	GG1F00	Agency
02	9600	Odd	7	1	GG1F01	Agency
03	9600	Odd	7	1	GG1F02	Agency
04	9600	Odd	7	1	GG1F03	Agency
05	9600	Odd	7	1		Agency
06	9600	Odd	7	1		Agency
07	9600	Odd	7	1		Agency

ESC to Cancel, CTRL + ENTER to Store

Note: Not all Print Server ports may be used and some may be left blank.

If necessary, change the GTID on an assigned port. Do NOT change the BAUD, PARITY, DATA or STOP. If the settings do NOT match those above, please contact your Galileo or Apollo Account Representative before making any further changes. If so directed to change these settings, arrow to the field and press the F2 key for a list of available choices.

Be sure that the print device to which the GTID is being assigned is attached to the ARTIC cable on the port indicated in the TCP/IP Print Server Configuration Utility.

When finished, press **CTRL+ENTER** to store.

**IF CONFIGURATION IS COMPLETE, REMEMBER TO SAVE AND
BACKUP THE CONFIGURATION!**